

UPDATE

IN THIS ISSUE:

Issue Number 12-05

A bulletin published by CPAC, Fort Leonard Wood

December 2005

<i>Director's Message</i>	2
<i>CPAC Announcement</i>	2
<i>Operational Hours</i>	2
<i>Missouri Career Center</i>	3
<i>Health Care Professionals</i>	3
<i>Standard Federal ID to Replace Common Access Cards</i>	3
<i>FEHB Open Season Reminder</i>	3
<i>TSP Update</i>	4
<i>Probationary Periods</i>	5
<i>TSP Introduces The L Fund</i>	6
<i>Need a Copy of Your DD 214?</i>	7
<i>New Smart LES</i>	8
<i>ASIST Training</i>	9
<i>Useful Internet Addresses</i>	9
<i>Special Emphasis Program (SEP) Staff</i>	9
<i>NSPS Update</i>	10
<i>Winter Weather Guidance</i>	11
<i>Flu Shots</i>	11
<i>Incentive Awards Tips</i>	12
<i>Helping Our Heroes</i>	13
<i>Insightful Thought "The Happiness Machine"</i>	14
<i>Glad you asked...</i>	15
<i>Leave Recipient Program</i>	16
<i>Customer Feedback Form</i>	17
<i>Editorial Policy</i>	18

Director's Message

The Civilian Personnel Advisory Center staff extend their best wishes to all of you and your families for a wonderful holiday season and happy a new year ahead.

Sandra Kruse, Director
Civilian Personnel Advisory Center



CPAC Announcement

The Civilian Personnel Advisory Center would like to take a moment to remind everyone that appointments with Human Resources Advisors and Assistants are encouraged. This will benefit everyone involved.

Human Resources Advisors and Assistants are available for appointments and or phone calls from

**0900 – 1130 & 1230 – 1630
Monday through Friday**

Call 596-0927 to set up your appointment today!!

Hours of Operation

Civilian Personnel (CPAC)
0900 – 1130 1230 – 1630
Building 470, Room 2205
573-596-0927

Non-Appropriated Funds (NAF)
0900 – 1130 1230 – 1630
Building 470, Room 2204
573-596-0283

Missouri Career Center
0800 – 1630
Building 470, Room 2203
573-596-0294

<http://www.wood.army.mil/CPO/Accept1.pdf>

http://www.wood.army.mil/mwr/nonappropriated_fund_employment.htm

<http://www.works.state.mo.us/>

Need help with finding a job?

The Missouri Career Center provides a variety of services related to employment and training.

The Career Center has a "Self-Service" option available to job seekers in their resource center. Job seekers may search for jobs, prepare resumes, take a typing test, complete an aptitude/skills survey or view a variety of printed and on-line job information.

The Career Center also utilizes an automated job match system that is designed to match applicant skills with employer requirements. The automated system matches an applicant's skills, knowledge, abilities, salary requirement, and location availability to the requirements of the position as determined by the employer.

Resume service is also available. Resumes are stored in a database and are used with the on-line job matching system. A computer software package provides applicants with the option of preparing their own professional resume.

Individuals who have used the Career Center before may remember Missouri Works. As of June 1st the State of Missouri switched to using GreatHires.org. If experiencing any problems or any questions don't hesitate to give them a call.

573-596-0294
Bldg 470, Rm 2203
M-F - 8:00am to 4:30pm

HEALTH CARE PROFESSIONALS

Resumes are currently being accepted from Health Care Professionals interested in serving as Federal civilian employees at the General Leonard Wood Army Community Hospital (GLWACH) or at one of the Dental Clinics for the following occupations:

- ✦ Physician, GS-602
- ✦ Dentist, GS-680
- ✦ Podiatrist, GS-668
- ✦ Optometrist, GS-662
- ✦ Registered Nurse, GS-610
- ✦ Physician Asst., GS-603
- ✦ Pharmacist, GS-660
- ✦ Audiologist, GS-665
- ✦ Dental Assistant, GS-681
- ✦ Practical Nurse, GS-620

Provide copies of your **college transcript, license, and resume** to:

Soldier Service Center, Bldg #470
ATTN: CPAC, Ste #2205
140 Replacement Avenue
Fort Leonard Wood, MO 65473

Or just come on in with your information!

Standard Federal ID to Replace Common Access Cards

All federal employees will soon have a new uniform ID card. These cards will replace CAC cards for military government civilians and contractors. Although the new cards will look much the same, there will be some changes, including the color scheme and additional information.

The information to be added will be two fingerprints for identification purposes, a string of numbers and wireless capabilities. The string of numbers will allow physical access to buildings. Along with the numbers, wireless capabilities will be added allowing the card to be read from a short distance away.

A prototype of the card is now in development and should be finalized within a few months. The cards will be issued starting October 2006.

FEHB Open Season Reminder:

The Federal Employee's Health Benefits Open Season is from November 14, 2005, to December 12, 2005. During this time you will be able to make or change any health benefit's elections. The changes have to be made by the ending date to be effective. The effective date for Open Season changes is January 8, 2006.

TSP Update

Effective the first full pay period in January 2006 (January 8, 2006), employee contributions to the TSP will be limited only by the restrictions imposed by the Internal Revenue Service (IRS). The IRS limit is \$15,000.00 in 2006. If your salary is \$100,000.00 or more, and you contribute 15% of your base salary to TSP, you will reach the IRS limit. Once the maximum contribution limit is reached, your employee contributions and Agency matching contributions will be suspended for the remainder of the year. If you are 50 years of age or older, you will still be able to continue participation in the TSP Catch-Up program even if your employee contributions reach \$15,000.00.

- ▶ For example, let's say you are a Federal Employees Retirement System (FERS) employee. You earn \$50,000.00 per year and contribute 16% of your base salary to TSP. Each pay period, \$308.00 is invested in TSP. Since you have not reached the IRS limit, you will receive Agency matching contributions for all 26 pay periods.
- ▶ Or, let's say you got that big promotion and you are a FERS employee who now earns \$130,000.00 per year. You contribute 15% of your base salary to your TSP account. Each pay period, \$750.00 is invested in TSP. By the 20th pay period, you have reached the IRS maximum employee contribution of \$15,000.00. Your employee contributions will be stopped for the remainder of the year and you will no longer receive Agency matching contributions. However, if you had elected to invest \$577.00 per pay period, you would have received the matching contributions for all 26 pay periods.

If you are a FERS employee, it is important to invest wisely and receive the maximum Agency matching contributions. To determine the dollar amount you can contribute each pay period so your contributions are spaced out over all the pay dates in the calendar year, you may use the Elective Deferral Calculator on the TSP website at www.tsp.gov. (The 2006 version should be released in the very near future.) Please remember you may change your contribution election at any time.

For more information about maximum TSP contributions, go to the TSP website at www.tsp.gov to read the TSP Fact Sheet titled *Annual Limits on Elective Deferrals*. This Fact Sheet describes in detail the elective deferral limit and how your TSP is affected.

Probationary Periods

A report from the Merit Systems Protection Board (MSPB) finds Federal supervisors are not making good use of the probationary period for new employees. According to the report, supervisors often treat probationers as if their appointments were final and invest resources and provide opportunities that are more appropriate for fully appointed employees rather than probationers.

The report explains that by law, an appointment to the federal competitive service is not finalized until a probationary period has been completed. But according to the MSPB report, “The Probationary Period: A Critical Assessment Opportunity,” of those supervisors surveyed who said they would not select their probationary employee again, over half said that they intended to retain the employee after the probationary period ended.

“The probationary period can be a highly effective tool to evaluate a candidate’s potential to be an asset to the Government before an appointment becomes final. However, the probationary period is effective only if agencies use it to appropriately assess their candidates and act upon those assessments,” notes MSPB Chairman Neil A.G. McPhie.

Moreover, the MSPB says, many probationary employees do not realize the probationary period exists, what the period is supposed to achieve, or the consequences of being a probationer. Comments from probationers indicated that many thought their agency did not take the probationary period seriously and doubted their agency intended to use it to assess them or their peers.

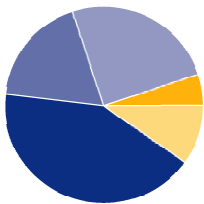
Its findings have prompted the MSPB to recommend changing the law so that agencies can be permitted to impose a probationary period of more than one year when the nature of the work makes it appropriate. The MSPB is also recommending that the law be changed to better reflect that a probationer must earn a finalized appointment and the rights associated with such an appointment, rather than obtaining those rights through the passage of time and a lack of intervening action by the employing agency.

The MSPB report titled “The Probationary Period: A Critical Assessment Opportunity,” is available on their website at http://www.mspb.gov/studies/rpt_sept05_probationary/MSPBProbationaryPeriod508.pdf. To learn more about the probationary period contact your Human Resource Specialist.

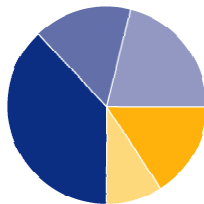


TSP Introduces The L Fund

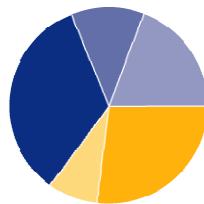
The L Funds provide you with a convenient way to diversify your account among the G, F, C, S, and I Funds, using professionally determined investment mixes that are tailored to different time horizons. Your “time horizon” is the date (after you leave Federal service) that you think you will need the money in your TSP account. Because it is important for each L Fund to maintain its target investment mix, the TSP will automatically rebalance each L Fund daily. Then, each quarter, the investments in each L Fund will shift to a slightly more conservative mix. In addition, experts will review the investment mixes periodically to be sure they are still appropriate.



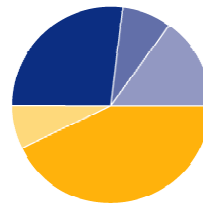
L 2040



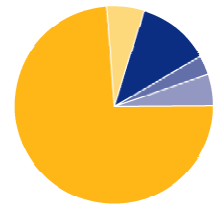
L 2030



L 2020



L 2010



L Income

Press Control and click on each L Fund's pie chart above to see the potential investors, objectives, and asset allocations associated with that fund. To see more detailed information on all of the L Funds, visit the web site www.tsp.gov.

Need a Copy of Your DD 214?

If you are a veteran, did you know that you may request copies of your DD Form 214 (Report of Separation) and other military records for **FREE**?

To request copies of your records, you will need to do **one** of the following:

- 1) Mail a SF-180 to: National Personnel Records Center (NPRC), Military Personnel Records, 9700 Page Avenue, St Louis, MO 63132-5100.
- 2) Fax a SF-180 to: NPRC at 314-801-9195, **OR**
- 3) Go to: <http://www.archives.gov> and select *Military Service Records*. Follow the directions for requesting records or select *Use eVetRecs system to create request*.

You will need the following information to locate your records:

- ✓ Your complete name used while in service
- ✓ Service number
- ✓ Social Security Number
- ✓ Branch of Service
- ✓ Dates of Service
- ✓ Date and Place of Birth

The request must be signed and dated by you, the veteran, or a next-of-kin.

NPRC normally responds to requests for DD Form 214s within ten working days or less. Once you have allowed the allotted time, you may check the status of your request by calling the NPRC Customer Service Line at 314-801-0800.

If you have any further questions about obtaining your military service records, please visit the NPRC website at <http://www.archives.gov>.

New Smart LES

Four new remarks have been added to the Defense Civilian Payroll System and will appear on the LES for two pay periods prior to the pay period that Aged Compensatory Time, Travel Compensatory Time, and Time Off Award hours will be paid or forfeited. The remarks are:

1. XXX.XX HOURS COMPENSATORY TIME WILL BE PAID PAY PERIOD ENDING MM/DD/YY.
2. XXX.XX HOURS COMPENSATORY TIME WILL BE FORFEITED PAY PERIOD ENDING MM/DD/YY.
3. XXX.XX HOURS TRAVEL COMPENSATORY TIME WILL BE FORFEITED PAY PERIOD ENDING MM/DD/YY.
4. XXX.XX HOURS TIME OFF AWARD WILL BE FORFEITED PAY PERIOD ENDING MM/DD/YY.

NOTE: XXX.XX represents the number of hours and MM/DD/YY identifies the pay period ending date the pay out or forfeiture will occur.

Prior to the establishment of these remarks, Customer Service Representatives (CSR) received the leave availability reports and distributed this information to the supervisors. Now employees will have these remarks printed on their LES. This will serve as a reminder to schedule and have leave approved in order to avoid unnecessary forfeitures.

Civilian employees can access their last twenty-six Leave and Earning Statements (LES) through the MyPay system. The LESs remain in MyPay until they cycle off through normal pay period updates.

Separating employees remain in MyPay for up to one year.

If you are a civilian employee and you need assistance with specific pay account information, please contact your local CSR. Annuitants should call 1-800-321-1080 or (216) 522-5955 (outside the United States).

For problems using the MyPay site, contact the DFAS Centralized Customer Support Unit at 1-800-390-2348, Monday thru Friday, 7:00 am to 7:30 pm Eastern Standard Time (EST).

ASIST Training

The Installation Chaplain's Office offers Applied Suicide Intervention Skills Training, a monthly suicide prevention course. Supervisors and personnel in leadership positions are highly encouraged to attend. To enroll in a class please call Ron English at 6-4053. The list of dates is below:

<u>DATES</u>	<u>LOCATION</u>
13-14 Dec	Specker Chapel
14-15 Feb	Specker Chapel
14-15 Mar	Specker Chapel
11-12 Apr	Specker Chapel
16-17 May	Specker Chapel
13-14 Jun	Specker Chapel
11-12 Jul	Specker Chapel
15-16 Aug	Specker Chapel
12-13 Sep	Specker Chapel

Special Emphasis Program (SEP) Staff

Current Managers:

Melvin "Mac" McNair	Equal Employment Opportunity SEP
Donna Koerber	American Indian/Alaskan Native Program*
Kim Moats	Asian/Pacific Islander Program
Jocelyn Morris	Federal Women's Program
Jim Van Orsdale	Individuals With Disabilities Program
Clem Perez	Hispanic Employment Program
James Kennedy	Black Employment Program

If anyone has an interest in applying for this volunteer/collateral duty position, please contact Mac McNair at 596-0602 for details.

Useful Internet Addresses

FLW Job Announcements

<http://www.wood.army.mil/cpo/employ.htm>

**CPOL Vacancy Announcements, Army
Resume Builder, and Answer**
<https://cpol.army.mil>

USAjobs

<http://www.usajobs.opm.gov>

Go to Search Jobs

Select State/City

Select Get Results

CPAC Homepage

<http://www.wood.army.mil/CPO>

NAF Job Announcements

[http://www.fortleonardwoodmwr.com/nona
appropriated_fund_employment.htm](http://www.fortleonardwoodmwr.com/nona appropriated_fund_employment.htm)

Army Benefits Center (ABC/Civilian)
<https://www.abc.army.mil>

TSP

<http://www.TSP.gov>

Long Term Care

<http://www.ltcfeds.com>

FEGLI

<http://www.opm.gov/insure/life/>

MyPay

<http://www.dfas.mil/mypay/>

Income Tax Information is at this website
W2's on line 6 Jan 05

NSPS Update

NATIONAL SECURITY PERSONNEL SYSTEM UPDATE

It has been a busy month as implementation marches on for the National Security Personnel System (NSPS). Three town hall meetings were held on 15 November 05 hosted by a Training and Doctrine Command (TRADOC) team. Out of approximately 3000 Federal civilian employees about half of you were able to attend. The TRADOC team appreciated your insightful questions which helped them prepare for the other town hall meetings on their schedules. Tapes and DVDs of the town hall meetings including your questions and answers are available at the CPAC, Rm 2206. Your organization may sign them out on a first come, first serve basis for one week at a time, and then return them for other organizations to view. The town hall meetings are also being broadcast on Channel 60 at 0900 and 1300 daily for the next week or until 16 Dec 05.

The Labor Relations portion of NSPS was due to begin in November; however, litigation filed by several labor unions resulted within delay. Presently, and pending future litigation, the Labor Relations portion will become effective 1 February 2006. Prior to implementation of the labor relations portion, training will be provided to military and civilian supervisors of Federal civilian employees. Our three labor unions will be also notified appropriately.

The Civilian Human Resources Agency (CHRA) volunteered to be among the first to transition to NSPS; therefore all of the Civilian Personnel Advisory Centers (CPACs) will transition to NSPS 1 January 2006. The CPAC office is undergoing intensive training for this transition and will have a thorough understanding of this new way of conducting personnel business by the time the next group transitions which are the employees who work in General Leonard Wood Army Community Hospital presently scheduled for October 2006. The rest of the installation (both TRADOC and those who fall under the Installation Management Agency (IMA)) are scheduled to transition to NSPS 1 October 2007.



Winter Weather Guidance

Winter Weather

Winter Weather will be here before the next edition of the Civilian Update. The following snow or ice guidance is provided to you when you look out your windows and find your ground covered in white!

Listen to the following radio stations for information on whether or not to report for work or if there is a delayed opening. Do not assume a delayed opening has been declared until you hear it on one of these radio stations.

24 Hours

KJEL-Lebanon 103.7 FM

KZNN/KTTR-Rolla 1490 AM

KRMS-Lake area 93.5 FM or
99.7 FM

KZNN-Rolla 105-3 FM

KFBD-Waynesville/St. Robert 97.9 FM

Starting at 0500

KJPW –Waynesville/St.
Robert 102.3 FM Every 15 Minutes

KDAY-Rolla 97.5

Normal Duty hours are 0730-1630. Liberal leave policies will be in effect.

Now is the time for managers to designate which employees are critical and essential and must report for work under all conditions.

If you are in doubt, your supervisor is just a phone call away. It is always advisable to keep the communication line open between you and your supervisor. Supervisors are required to account for the time you spend at work, time spent for excused absences, and time spent on leave.

Flu Shots

Civilian personnel can walk into the immunization clinic, 1st floor at GLWACH beginning 5 December, 0800-1600 without appointment to receive a Flu immunization. Each person must stop by the Occupational Health Clinic first and retrieve a copy of their records.

Incentive Awards Tips

In recent days there have been numerous questions about getting awards ready by presentation dates. There are several steps that must be followed for the award to be complete prior to that presentation date. Please read the instructions below:

DAFORM 1256 (APR 93 EDITION)

- Should be typed (not handwritten)
- Ensure block 6a and 6c are complete
- If from the Installation, ensure block 11 is signed

BIOGRAPHICAL DATA (SEC ARMY AWARDS) (Should contain)

1. Title and Grade:
2. Date and Place of Birth:
3. Education and Degrees:
4. Significant Employment Record:
5. Type of Appointment:
6. Significant Biographical data pertinent to the award nomination:
7. Family information, married to Jane Doe since January 2, 1960, they have two children and three grandchildren:
8. This award will be presented to John Doe at his retirement ceremony on 22 June 2005:

JUSTIFICATION

- Should be single-spaced 1-2 pages
- Free from typos and grammatically correct

PROPOSED CITATION

- Should be single-spaced, one paragraph
- Should be Upper and Lower Case (NOT ALL CAPS)
- Should be approximately 50-60 words
- Free from typos and grammatically correct
- Refrain from use of acronyms
- Should highlight the individual's achievements
- Citation also on disk
- Certificate will be typed by TRADOC

Significant Awards (List of Prior Awards)

- Should contain both month and year
- Begin with most recent award received
- Last line should contain (Date of Presentation)

Awards requiring approval from TRADOC must be submitted 90 days prior to the presentation date. The organization assembles the packet, including the cover sheet located at <https://www.wood.army.mil/CPO/awdcvrsh/t21.doc> award packet and the disk with the citation on it for Equal Employment Opportunity Office (EEO) certification. After EEO has completed their part it must be processed by the CPAC awards coordinator.

Awards requiring the CG's signature must be submitted with all necessary materials 60 days prior to the presentation date.

Awards not submitted within the time frame will not get processed in time for presentation.

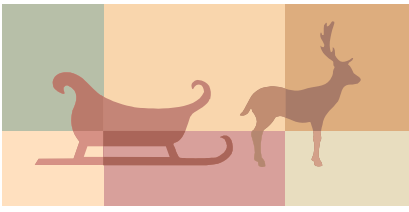
Helping Our Heroes

The Department of the Army has initiated a program – called the Disabled Soldier Support System (DS3) - to provide severely disabled Soldiers and their families with a system of advocacy and personal support to assist them as they transition from military service to the civilian community.

Recognizing that our Soldiers, Marines, Airmen and Sailors are being injured worldwide, particularly in support of the war on terror, and have made a great sacrifice, Fort Leonard Wood would like to express our appreciation by providing support, opportunities, and information to help with their transition.

Local resources include the Army Career and Alumni Program (ACAP) Office, telephone 6-0175; the Employment Readiness Program (ERP) Office, telephone 6-3154; the Civilian Personnel Advisory Center (CPAC), telephone 6-0927; and the Missouri Career Center, telephone 6-0294; all located in Building 470. Detailed information concerning the DS3 initiative is available online at www.ArmyDS3.org





Insightful Thought

The Happiness Machine

Winner's Circle Network with Lou Tice - 11/7/05 - "The Happiness Machine"

What if you inherited a machine that was guaranteed to make you happy, but you had no idea how to operate it?

Now, if you are like most folks, you'd probably move heaven and earth until you figured out how it worked, wouldn't you? The fact is, you were born with all the resources to make yourself very happy and successful. Unfortunately, you didn't arrive with an instruction manual.

It has been left up to you to figure it out. Isn't it strange, then, that most folks don't even bother? They don't read psychology, they don't take classes or seminars on human behavior, and they don't work with counselors, teachers or other professionals who could help them make the most of their potential.

Instead, they are content to bump along, not really expecting much out of themselves or of anyone else. Oh, they may go to a lot of trouble to learn to speak Spanish or to scuba dive, or even seek out the latest computer software. But they never take the time to learn about their own "software" - how their mind works.

Do you suppose this is because no one has ever told them that we are all programmed to achieve happiness and success? It is true. All we have to do is learn to operate the program. By that I mean educate ourselves, set goals, control our thoughts and get rid of glitches in the program that were put there by others who didn't know better.

Sound simple? Well, it is. If you want to be happy, you can, but first you may need to do a little research.

Lou Tice
The Pacific Institute
www.thepacificinstitute.com

"reprinted with permission of The Pacific Institute, copyright 2000."



Glad you Asked

Your questions answered

Question:

I am trying to start contributing to my TSP, but I'm having trouble signing into the ABC website. How do I go about doing this?

Answer:

The first thing you will need to do is type into your browser bar <https://www.abc.army.mil>. At this site you will find a link for "EBIS". This is the beginning of the site. The next page brings a warning notice; clicking "Continue" will bring you to the next page.

This next page is the Point of Entry Login Page. Here the site will ask for your Social Security Number (SSN) and a password. If you have never logged in before or have forgotten your password, there is a link here to "Set Password".

After clicking this link, you will need a copy of either your Leave and Earnings Statement (LES), or a Notification of Personnel Action (SF 50-B). This page is going to ask for your Service Computation Date (SCD). You will find this in block 11 on your LES or in block 31 on your SF 50. You will also want to check your Grade and Step to make sure you have the most current updates.

After you fill out the questions, you will be taken to a page to pick a password. The password must be 8-10 characters, and must contain two characters of three of the following categories: lower case letters (a, b, c, etc.), upper case letters (A, B, C, etc.), numbers (1, 2, 3, etc.), and special characters (@, #, \$, etc.).

After selecting your password and typing it in twice, you will be asked to select an application. The application you will need is Army/EBIS. Clicking on this link will take you to the EBIS login page. Here you will need your SSN and a pin number. If you have never signed in you will need to click on the link "New User" to set up your pin number. If you have forgotten your pin number there is a "Reset Password" link. Clicking on "New User" will take you to a page asking for your SSN and your temporary pin. Your temporary pin will be your two digit month and two digit year of your birthday (MMYY). Clicking on "Reset Password" will take you to pages asking for you SSN, SCD, Date of Birth, Pay Plan, Grade and Step. At the end of each of these pages, the site will ask you to set your new pin number. It must be 6 digits. It may not contain more than 2 repeating numbers or consecutive numbers or any part of your SSN or date of birth. You will get a message in the left hand corner of the window if you selection is successful.

After selecting your pin number, you will go back to the EBIS login page and input it and your SSN. This will finally log you in to the Army Benefits Center. To make elections for Thrift Savings Plan, Health Benefits, or Life Insurance, you will need to click on "Transactions". From here there are links to make changes for each benefit. If you have problems, please contact the CPAC at 596-0927. Thank you.

We welcome your questions

We try our best to answer your questions as they are presented. If you would like to know something that we may be able to answer or find out the answer to, you are more than welcome to email us at pepcswrm@wood.army.mil and the answer will be posted in the next UPDATE bulletin.

Leave Recipient Program

There are many employees who need your generous donations of annual leave you cannot use before the end of the leave year. Visit www.wood.army.mil/CPO/leavetra.htm for general information about the leave transfer program and forms to become a recipient, as well as to become a donor of leave time.

The following employees are approved leave recipients:

Wanda Armistead – DOL – personal battle with illness

Retha K. Bennett - DOL – personal battle with illness

Lonnie Bernier – DOL – personal battle with illness

Tom Black – MEDDAC – personal battle with illness

Cathy Bower – MP School – family member’s battle with illness

Tiffani Brown – DES – personal battle with illness

Bonita Champion - DMWR – personal battle with illness

Deborah Ellis – 1st BDE – personal battle with illness

Kenneth Harris – DOL – personal battle with illness

James Hudson – 1st BDE - personal battle with illness

Nancy Hutton – DOTLD – personal battle with illness

Joyce Lynn - MEDDAC – personal battle with illness

Stephen J. Rogge – Executive Services Office- personal battle with illness

Cathy Scott – MEDDAC – personal battle with illness

Cheryl Zimmer, DOTD – child’s battle with illness

Sheila D. Ziegler – DOL – family member’s battle with illness

Charlotte Hardy – MEDDAC – personal battle with illness

CUSTOMER FEEDBACK FORM

Our goal is to provide TIMELY, ACCURATE and PROFESSIONAL service to all our customers. We need your feedback regarding the kind of service we provide so we can analyze how we are doing. Would you please take the time to complete the following items?

Please identify the type of personnel action we worked on. Thank you for your comments, suggestions and overall evaluation of our service.

- **PRODUCT IDENTIFIER** (type of action): _____
Examples: evaluation of application, referral list, request for personnel action (RPA) number, processing of benefits, pay issues, job description, update of OPF, processing of award, nomination for training, responses to inquiry, etc...

- | | <u>YES</u> | <u>NO</u> | |
|---|-------------------|------------------|-------------------|
| 1. Was this action completed/service provided in an acceptable time frame? | ___ | ___ | |
| 2. Do you think the product is accurate and represents good staff work? | ___ | ___ | |
| 3. Did you get the kind of information you needed to make informed choices? | ___ | ___ | |
| 4. Were our interactions with you courteous? | ___ | ___ | |
| 5. Overall, how would you rate the product/service you received? | | | |
| ___Excellent | ___Good | ___Adequate | ___Unsatisfactory |

- Please provide any comments/suggestions/recommendations you may have for ways that we can improve our service. We are particularly interested in specific feedback on any of the items you may have checked "NO".

6. If you would like a *personal response* to your suggestion or comments, please provide your name, phone number and electronic mail address.

Thank you for taking the time to complete this feedback form. My expectation is that my staff will provide prompt and courteous service to all our customers. The CPAC believes in "People Serving People."

Please mail this form directly to me, send it electronically to atztcp@wood.army.mil, or fax it to 573-596-0289. If you would like to discuss this or any other matter, I can be reached at 573-596-0280 or via email. I look forward to hearing from you.

Director
Civilian Personnel Advisory Center
140 Replacement Ave, Ste 2210
Fort Leonard Wood, MO 65473-8935

Army Civilian Personnel Professionals - Helping Leaders Meet the Mission
EDITORIAL POLICY

YOU ARE ENCOURAGED TO SHARE YOUR OPINIONS, IDEAS, AND SUGGESTIONS. ALL CORRESPONDENCE MUST HAVE THE NAME AND LOCATION OF THE ORIGINATOR IN THE EVENT THERE IS A NEED FOR ADDITIONAL INFORMATION. PLEASE FORWARD COMMENTS, SUGGESTIONS, OR NEWS ITEMS FOR PUBLICATION TO THE EDITOR, EMAIL: atztcp@wood.army.mil



Even though yellow ribbons and United States Flags have been displayed for a while in support of our troops, continued prayers are offered for these troops and their families. We all wish the best for their safe return home.

